



ALABAMA-MISSISSIPPI TELECOMMUNICATIONS ASSOCIATION

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Jerry A. Renfro
Montgomery, Alabama
334/265-1660

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Sheri Fowler
Montgomery, Alabama
334/265-1660

June 26, 2007

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

RE: Services for Individuals with Hearing and Speech
Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

Please find enclosed a copy of the Alabama Dual Party
Relay Annual Complaint Log. Please feel free to call me
with any questions 334/265-1660.

Sincerely,

Jerry A. Renfro
Executive Vice President

RECEIVED & INSPECTED

JUN 28 2007

FCC - MAILROOM

DOCKET FILE COPY ORIGINAL

No. of Copies rec'd 044
List ABCDE

Complaint Tracking for AL (06/01/2006-05/31/2007). Total Customer Contacts: 41

RECEIVED & INSPECTED
JUN 28 2007
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Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/22/07	AL TTY customer complained that the agent was not clear about what was happening during the call. The agent said the line rang 3 times and then typed nothing. The customer typed "GA" and the agent replied, "CA NO LONGER ON THE LINE." Customer asked what was meant by that, and agent typed "THE PARTY HAS HUNG UP," without having given the customer any information about gender, response, etc.	05/22/07	Apologized for inconvenience. No follow up requested. Met with agent and went over the situation; agent did not remember this particular call but was coached on appropriate phrases to use and agent understood.
05/14/07	AL Voice user called to wish VCO caller Happy Mother's Day, was disconnected then when calling back to relay and reached the same agent who was rude, saying she didn't have time to wait for the call to connect properly. Customer gave up and walked to tell Mom in person.	05/14/07	Apologized; Test called successfully to VCO, instructed on receiving incoming calls, established customer profile. Customer does not want contact. Supervisor met with agent who remembered having a connection problem that day but said she would never tell anyone she doesn't have time. Agent is aware of the importance of demonstrating a warm and friendly demeanor and was coached to always submit a Trouble Ticket if having technical issues. Agent understood.
05/11/07	Customer was very upset about garbling on his phone. He is also having numerous volume issues where he cannot be heard by the operator or the person he is calling. He said he called Sprint Customer Service but has not yet received any resolutions.	05/12/07	Follow up requested. E-mailed customer and attempted three calls; no answer.
03/23/07	AL voice customer stated they have been receiving numerous fraudulent/scam calls through Sprint IP Relay. Scam caller attempted to purchase puppy and sent customer two money grams for \$950 and told customer to deposit and resend him \$1450 via Western Union.	03/23/07	RCS apologized to customer, referred customer to their local PD and the FCC. No follow up requested.
03/05/07	Customer could not place a call.	03/05/07	Technical problem identified. Resolution provided by network provider.

<p>TTY customer reported agent did not type each word and shortened sentences by leaving out words. Call was so difficult to understand that customer hung up and made call thru another agent; agent also very slow to respond after the person answered; customer is familiar with person called and knows they do not talk the way the agent typed. Customer very frustrated and wants this ongoing problem resolved or will go to higher authority.</p>	<p>02/15/07</p>	<p>Apologized for problem encountered advised complaint was forwarded to supervisor; no follow up requested. Coached agent to type everything heard and to pace if the CA is falling behind.</p>
<p>Voice caller stated agent sounded very rude when trying to inform caller that she should speak directly to the TTY user rather than the agent. Customer also stated agent was "yelling" at her, saying, "talk directly to the caller, talk directly to the caller."</p>	<p>02/15/07</p>	<p>Apologized to customer and let her know this would be forwarded on to agents supervisor. This was not a valid agent ID for Sprint's TRS call centers. Unable to assign to a supervisor for follow up.</p>
<p>VCO caller called on TTY to complain about poor/rude service. Caller was upset with the operator and the person they were calling said the operator was rude. Operator did not put "hello" or how the person answered the phone, just kept sending "VOICE NOW" repeatedly. Other party was very upset and said operator "was rude and made her mad" and wants the operator met with to make sure they can do their job right.</p>	<p>02/12/07</p>	<p>Follow up requested after operator is "met with." Met with supervisor, remembered this call and pressed the wrong key in error. Supervisor made the outbound caller unable to hear VCO caller. Agent understands mistake and was able to demonstrate correct procedures. Agent was also coached on the importance of voice tone to not come across as being rude. Followed up with customer's daughter and explained the situation. The daughter was very pleased and appreciative and stated would let the customer know.</p>
<p>Caller reported that a firetruck equipment company had received three relay calls today. The first call the CA explained relay quite well, but while waiting for the TTY to type, the line disconnected. The second call was handled by this CA who was very rude in her manner of expressing that she could not be part of the conversation. That call ended incomplete, and the third call with a different CA went very smoothly and was handled in a polite manner.</p>	<p>02/07/07</p>	<p>Apologized for the inconvenience and told her the report was sent to the call center supervisor. No follow up requested. Agent repeatedly questioned agent directly about call content. Agent redefining role. Supervisor verified that agent knows appropriate phrases and feels confident that the agent used an appropriate tone of voice. Supervisor reminded agent that when a customer is unhappy or when efforts to redefine the agent role are unsuccessful, the agent should call for supervisor support.</p>

AL voice caller called to complain that agent was rude and had an "attitude" throughout the entire relay call.	02/06/07	Apologized; no follow up requested. Agent has been coached on this particular incident due to a previous complaint received from the Inbound customer. This complaint was from the outbound customer (same call).
AL VCO customer is having trouble with receiving caller ID when people call her through relay.	02/02/07	We have her checked for sending caller ID. Apologized to customer and explained that if the person pays the phone bill to block number we will not be able to transmit it to caller ID. Customer said they usually get the number on their caller ID and should be working. Follow up by CRM requested via e-mail. After several attempts, contacted customer on 2/7, asked for more information. She said she was tired of the problem and she would save the information, to forget it. Explained if the outside caller called in from a different relay provider. The number will appear unavailable. She requested to not do anything.
Customer was unable to make calls.	01/12/07	Inbound call technical problem reported at 8:15 am CT on 1/12/07 resulted in increased queue times. The problem was completely resolved at 10:28 am CT by CapTel Technical Support.
The caller waited for the agent to answer, but she did not respond, then disconnected on caller.	01/08/07	Agent demonstrated the importance of answering customer calls in a timely manner. No follow up requested.
Customer told operator to call back number and leave a message. Operator just kept sending over and over.	12/02/06	Discussed with agent, who was new. She understood and apologized for the problem.

<p>Customer called and provided the agent with a number to dial. Agent said, "one moment please." After about 25 to 30 seconds the agent dials the number. Customer wants less delay.</p>	<p>11/26/06</p>	<p>Apologized to the customer and assured the customer that information would be sent to the supervisor; no follow up needed. Supervisor met with agent and reminded the agent of the 5 second dial out time after the customer types GA. Agent stated she remembered the 5 second rule and that's the reason she said "one moment pls." Instructed the agent if she ever has a problem to dial out, to notify a supervisor. Agent understood.</p>
<p>Caller reported during call to insurance company, CA did not type the full message on the recording, not even that it was a recording. Then began typing in such short sentences that the caller could not understand. Caller had to hang up to get a different CA.</p>	<p>11/13/06</p>	<p>Apologized for the inconvenience and told caller the report would be sent to the call center supervisor. No follow up requested. agent was coached on the proper procedures.</p>
<p>AL TTY customer stated CA did not type what the recording said. Customer was calling a business and the CA did not type the name of the business. Recording also said to visit their website. The CA did not type the website address. The customer hung up and redialed and the 2nd CA typed everything out.</p>	<p>11/08/06</p>	<p>Apologized; no follow up needed. Discussed proper recording procedures with CA. She understood.</p>
<p>Caller said CA hung up on her and was careless.</p>	<p>11/07/06</p>	<p>Apologized to the customer and informed him that the open supervisor will be notified. Customer did not request a call back.</p>
<p>AL TTY customer called to complain that they have received agent several times, and each time the agent dials out, she types (One Moment Please) and there is a long pause before anything else happens. The agent does not explain the delay.</p>	<p>10/13/06</p>	<p>Apologized for inconvenience. No follow-up requested. Opened a ticket and pulled for a discussion and informed supervisor she was following the procedures for reaching a "fast busy." Followed the procedure according to PRG, which is to send (one moment please) after each attempt to dialing the number.</p>
<p>Person complained that a person had been prank calling her all night through relay. Wanted to have Alabama Relay blocked from calling her home.</p>	<p>10/12/06</p>	<p>Apologized and explained that Sprint Relay Customer Service cannot block incoming calls to someone's telephone number. Suggested calling local phone company and gave her the number for Bell South. Follow up is not required.</p>

Caller was receiving prank calls through Alabama Relay all night and wanted to have incoming calls from AL relay blocked from her telephone number.	10/12/06	Apologized and explained that Sprint Relay could not block incoming calls to a person's telephone number. Suggested the local phone company and gave the number for Bell Sou
Captions Lag too far behind voice	09/21/06	Customer shared feedback regarding captioning speed. CS apologized for incidence and thanked customer for the feed and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more follow up.
Accuracy of captions	09/21/06	Explained how the CapTel works and how the quality of the line or network affects the quality of the captions. Explained contact the phone company to have them check the quality line to be certain line quality is not affecting captions receive
AL TTY user called to complain that agent did not type recording when calling to a business even though the notes state that customer wants everything typed on recordings.	08/31/06	Apologized for problem. Customer did not request follow up. Operator was aware of the situation. She did read the note, record feature was not pressed in time. While recording the message, a live operator came on the line and CA stopped and started the announcement. The TTY user was upset. C coached on following customer notes and any instructions to the caller.
AL voice customer called to complain that she cannot get through to her deaf client, as her number always shows as blocked through the relay service, even with supervisor assistance.	08/17/06	Apologized for inconvenience. Opened Trouble Ticket; follow up requested. AM asked the voice customer to try the call again if the problem has been resolved. She tried and the problem not resolved. She mentioned that she decided not use Sprin

VCO/TTY caller complained that the agent took too long to respond; customer notes stated "customer may use VCO."	08/06/06	Supervisor noticed the call was completed as TTY to voice at the beginning of call, operator asked customer if s/he wanted VCO and there was no response, customer waited until end of call to complain that operator was waiting for TTY text instead of VCO. Discussed with agent and he understands to get a s if this occurs again.
Customer called in and stated that CA dialed wrong number. Customer stated that it caused a family problem.	08/02/06	No follow up requested. CA was coached on proper procedure when wrong number dialed.
VCO caller reported that her caller ID was not transmitting on calls going through SC call center. This is a continuing problem and she is insistent that the problem be resolved as she will not answer incoming calls that appear as unavailable. She is missing incoming relay calls.	08/01/06	Apologized for the inconvenience and told her another trouble ticket would be entered. Follow up requested from account manager. Met with the same VCO customer and asked the customer to call next door to make a relay call. One time, it went through as unavailable. The next call got the name and number on the caller. Told her if it happens again, to contact AM.
VCO caller reported that her Caller ID is not working for her relay calls when they go through the call center determined to be SD. Incoming calls coming through other call centers seem to be transmitting Caller ID. She will not answer incoming calls if they say "unavailable" so she is missing those relay calls.	07/31/06	Apologized for the inconvenience and told her a trouble ticket would be entered to the call center technician. Follow up requested. Met with VCO customer two times; bBoth calls were working. Explained that it was possible that GA relay - Hamilton was Not available.
Customer reoported the CA made two calls on 7/23, one at approx 1 PM and the other at 8:45 PM. The customer states the CA typed a name that was someone other than the number that the customer provided. Customer has a copy of the TTY printout.	07/23/06	Apologized. Follow up requested. The problem was that the customer she dialed the number to customer's sister, then she got a busy tone. She then said (no one there). Then customer said "Yes I am here." All CA would say was (person set phone) then found out the customer actually dialed wrong number and it caused quite a conflict. Told customer that the CA would be coached on double checking the number dialed and the proper procedure on handling answers on TTY machines, and apologized again. Customer was happy.

TTY customer reported CA did not type recording at business office and did not type name of business; asked if customer wanted to hold for live person. Customer stated the number goes to a live person and mentioned CA typed "hello ga"	07/20/06	Apologized and advised that relay types whatever is heard. Customer provided conflicting info. No follow up requested. Agent with agent, who said customer gave the number to dial. Operator dialed and then a recording came on. At this point the customer interrupted the call, and then the line was answered by a live person. Operator gave greeting, and then the customer became irate, saying the operator did not inform her of what was going on and disconnected the call. The operator then called over a supervisor, but the call had already disconnected. Operator advised proper procedure on this call.
AL TTY user complained agent allowed their call to be transferred and did not let them enter the extension they wanted.	07/19/06	Apologized; no follow up requested. The agent number was assigned to anyone in the Lubbock center.
AL TTY user complained agent allowed their call to be transferred and did not let them enter the extension # they wanted.	07/19/06	Apologized; no follow up requested. Supervisor coached the agent on the importance of being patient and waiting for the customer to provide the necessary information before dialing or having the call transferred. Agent understood.
TTY customer reported agent did not keep him/her informed; customer provided phone number to call to Radio Shack Customer Service. Agent dialed out and typed first part of recording indicating Radio Shack Customer Service then agent typed (recording playing) (waiting for live rep) customer did not request live rep, only gave the number.	07/18/06	Apologized to customer and advised complaint would be forwarded to management; customer requested contact. Met with agent and was coached on the importance of following the customer's lead. Advised agent that all recordings must be typed unless directed by the customer.
AL TTY user complained agents are not typing entire recording, instead putting them on hold. This agent would not type after caller requested to type it 2 times.	07/13/06	Apologized; customer requested follow up via TTY. Coach agent on the importance of typing the entire recording. Also advised of the consequences of taking control of the call or making decisions for the customer.
Caller said agent did not type complete recording.	07/10/06	Apologized for the problem and sent complaint. Follow up with customer not required. Discussed proper call handling procedure with agent. Agent understood.

AL TTY user complained agents were not typing entire greetings, recording messages verbatim.	06/29/06	Apologized, explained agents are trained to type everything and will inform the supervisor. No contact wanted; customer send in TTY tape for reference. Met with agent who remember this call. Customer called a person and the CA was typing the recording. During the recording a live person came on the line. Agent followed proper call procedures.
Customer stated that CA did not complete her call to a medical center.	06/27/06	No follow up requested. Agent is no longer employed.
AL TTY user states the CA was not typing verbatim.	06/19/06	Apologized to the customer, and asked her if the CA typed a in parentheses to let her know the person was talking too fast. customer said no. No follow up needed. Met with agent, who remember this call. Coached agent on the importance of always typing everything heard verbatim back to the customer and customer informed.
AL TTY user called to complain that agent did not type recording when calling to a business and caller got the wrong person.	06/14/06	Apologized for the problem. Customer did not request follow up with agent who did not remember call. Agent was coached on proper call procedures.
AL TTY customer called to complain that the agent did not type everything in her conversation verbatim and agent used very short sentences and failed to relay the entire call.	06/10/06	Apologized for problem. Customer did not request follow up with agent who did not remember this call. But she said that always types everything verbatim. Coached agent on the importance of always typing every heard back to the caller verbatim.

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JUN 28 2007

FCC - MAIL

Complaint Tracking for AL (06/01/2006-05/31/2007). Total Customer Contacts: 41

Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
	AL TTY customer complained that the agent was not clear about what was happening during the call. The agent said the line rang 3 times and then typed nothing. The customer typed "GA" and the agent replied, "CA NO LONGER ON THE LINE." Customer asked what was meant by that, and agent typed "THE PARTY HAS HUNG UP," without having given the customer any information about gender, response, etc.	05/22/07	Apologized for inconvenience. No follow up requested. M agent and went over the situation; agent did not remember particular call but was coached on appropriate phrases to agent understood.
	AL Voice user called to wish VCO caller Happy Mother's Day, was disconnected then when calling back to relay and reached the same agent who was rude, saying she didn't have time to wait for the call to connect properly. Customer gave up and walked to tell Mom in person.	05/14/07	Apologized; Test called successfully to VCO, instructed on incoming calls, established customer profile. Customer did not want contact. Supervisor met with agent who remembered connection problem that day but said she would never tell she doesn't have time. Agent is aware of the importance of demonstrating a warm and friendly demeanor and was coached to always submit a Trouble Ticket if having technical issues not understood.
	Customer was very upset about garbling on his phone. He is also having numerous volume issues where he cannot be heard by the operator or the person he is calling. He said he called Sprint Customer Service but has not yet received any resolutions.	05/12/07	Follow up requested. E-mailed customer and attempted to call but no answer.
	AL voice customer stated they have been receiving numerous fraudulent/scam calls through Sprint IP Relay. Scam caller attempted to purchase puppy and sent customer two money grams for \$950 and told customer to deposit and resend him \$1450 via Western Union.	03/23/07	RCS apologized to customer, referred customer to their supervisor and the FCC. No follow up requested.
	Customer could not place a call.	03/05/07	Technical problem identified. Resolution provided by network provider.

<p>TTY customer reported agent did not type each word and shortened sentences by leaving out words. Call was so difficult to understand that customer hung up and made call thru another agent; agent also very slow to respond after the person answered; customer is familiar with person called and knows they do not talk the way the agent typed. Customer very frustrated and wants this ongoing problem resolved or will go to higher authority.</p>	<p>02/15/07</p>	<p>Apologized for problem encountered advised complaint was forwarded to supervisor; no follow up requested. Coached agent to type everything heard and to pace if the CA is falling behind.</p>
<p>Voice caller stated agent sounded very rude when trying to inform caller that she should speak directly to the TTY user rather than the agent. Customer also stated agent was "yelling" at her, saying, "talk directly to the caller, talk directly to the caller."</p>	<p>02/15/07</p>	<p>Apologized to customer and let her know this would be forwarded on to agents supervisor. This was not a valid agent ID for Sprint's TRS call centers. Unable to assign to a supervisor for follow up.</p>
<p>VCO caller called on TTY to complain about poor/rude service. Caller was upset with the operator and the person they were calling said the operator was rude. Operator did not put "hello" or how the person answered the phone, just kept sending "VOICE NOW" repeatedly. Other party was very upset and said operator "was rude and made her mad" and wants the operator met with to make sure they can do their job right.</p>	<p>02/12/07</p>	<p>Follow up requested after operator is "met with." Met with supervisor, remembered this call and pressed the wrong key in error which made the outbound caller unable to hear VCO caller. Agent understands mistake and was able to demonstrate correct procedures. Agent was also coached on the importance of voice tone to not come across as being rude. Followed up with customer's daughter and explained the situation. The daughter was very pleased and appreciative and stated would let the customer know.</p>
<p>Caller reported that a firetruck equipment company had received three relay calls today. The first call the CA explained relay quite well, but while waiting for the TTY to type, the line disconnected. The second call was handled by this CA who was very rude in her manner of expressing that she could not be part of the conversation. That call ended incomplete, and the third call with a different CA went very smoothly and was handled in a polite manner.</p>	<p>02/07/07</p>	<p>Apologized for the inconvenience and told her the report was sent to the call center supervisor. No follow up requested. Agent repeatedly questioned agent directly about call content. Agent redefining role. Supervisor verified that agent knows appropriate phrases and feels confident that the agent used an appropriate tone of voice. Supervisor reminded agent that when a customer is unhappy or when efforts to redefine the agent role are unsuccessful, the agent should call for supervisor support.</p>

AL voice caller called to complain that agent was rude and had an "attitude" throughout the entire relay call.	02/06/07	Apologized; no follow up requested. Agent has been coached on this particular incident due to a previous complaint received from the Inbound customer. This complaint was from the outbound customer (same call).
AL VCO customer is having trouble with receiving caller ID when people call her through relay.	02/02/07	We have her checked for sending caller ID. Apologized to customer and explained that if the person pays the phone bill to block number we will not be able to transmit it to caller. Customer said they usually get the number on their caller ID and should be working. Follow up by CRM requested via e-mail. After several attempts, contacted customer on 2/7, asked for more information. She said she was tired of the problem and she would save the information, to forget it. Explained if the outside number called in from a different relay provider. The number will be unavailable. She requested to not do anything.
Customer was unable to make calls.	01/12/07	Inbound call technical problem reported at 8:15 am CT on 1/12/07 resulted in increased queue times. The problem was completely resolved at 10:28 am CT by CapTel Technical Support.
The caller waited for the agent to answer, but she did not respond, then disconnected on caller.	01/08/07	Agent demonstrated the importance of answering customer calls in a timely manner. No follow up requested.
Customer told operator to call back number and leave a message. Operator just kept sending over and over.	12/02/06	Discussed with agent, who was new. She understood and apologized for the problem.

Customer called and provided the agent with a number to dial. Agent said, "one moment please." After about 25 to 30 seconds the agent dials the number. Customer wants less delay.	11/26/06	Apologized to the customer and assured the customer that information would be sent to the supervisor; no follow up requested. Supervisor met with agent and reminded the agent of the 5 second dial out time after the customer types GA. Agent stated she remembered the 5 second rule and that's the reason she said "one moment pls." Instructed the agent if she ever has a problem dial out, to notify a supervisor. Agent understood.
Caller reported during call to insurance company, CA did not type the full message on the recording, not even that it was a recording. Then began typing in such short sentences that the caller could not understand. Caller had to hang up to get a different CA.	11/13/06	Apologized for the inconvenience and told caller the report would be sent to the call center supervisor. No follow up requested. agent was coached on the proper procedures.
AL TTY customer stated CA did not type what the recording said. Customer was calling a business and the CA did not type the name of the business. Recording also said to visit their website. The CA did not type the website address. The customer hung up and redialed and the 2nd CA typed everything out.	11/08/06	Apologized; no follow up needed. Discussed proper recording procedures with CA. She understood.
Caller said CA hung up on her and was careless.	11/07/06	Apologized to the customer and informed him that the operator supervisor will be notified. Customer did not request a call back.
AL TTY customer called to complain that they have received agent several times, and each time the agent dials out, she types (One Moment Please) and there is a long pause before anything else happens. The agent does not explain the delay.	10/13/06	Apologized for inconvenience. No follow-up requested. Operator pulled for a discussion and informed supervisor she was following procedures for reaching a "fast busy." Followed the procedure according to PRG, which is to send (one moment please) after each attempt to dialing the number.
Person complained that a person had been prank calling her all night through relay. Wanted to have Alabama Relay blocked from calling her home.	10/12/06	Apologized and explained that Sprint Relay Customer Service cannot block incoming calls to someone's telephone number. Suggested calling local phone company and gave her the number for Bell South. Follow up is not required.

Caller was receiving prank calls through Alabama Relay all night and wanted to have incoming calls from AL relay blocked from her telephone number.	10/12/06	Apologized and explained that Sprint Relay could not block incoming calls to a person's telephone number. Suggested the local phone company and gave the number for Bell Sou
Captions Lag too far behind voice	09/21/06	Customer shared feedback regarding captioning speed. CS apologized for incidence and thanked customer for the feed and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more follow up.
Accuracy of captions	09/21/06	Explained how the CapTel works and how the quality of the line or network affects the quality of the captions. Explained contact the phone company to have them check the quality line to be certain line quality is not affecting captions receive
AL TTY user called to complain that agent did not type recording when calling to a business even though the notes state that customer wants everything typed on recordings.	08/31/06	Apologized for problem. Customer did not request follow up. Operator was aware of the situation. She did read the note, record feature was not pressed in time. While recording the message, a live operator came on the line and CA stopped and started the announcement. The TTY user was upset. CA coached on following customer notes and any instructions ty the caller.
AL voice customer called to complain that she cannot get through to her deaf client, as her number always shows as blocked through the relay service, even with supervisor assistance.	08/17/06	Apologized for inconvenience. Opened Trouble Ticket; follow requested. AM asked the voice customer to try the call again if the problem has been resolved. She tried and the problem not resolved. She mentioned that she decided not use Sprin

VCO/TTY caller complained that the agent took too long to respond; customer notes stated "customer may use VCO."	08/06/06	Supervisor noticed the call was completed as TTY to voice. At the beginning of call, operator asked customer if s/he wanted to use VCO and there was no response, customer waited until end of call to complain that operator was waiting for TTY text instead of VCO. Discussed with agent and he understands to get a message if this occurs again.
Customer called in and stated that CA dialed wrong number. Customer stated that it caused a family problem.	08/02/06	No follow up requested. CA was coached on proper procedure when wrong number dialed.
VCO caller reported that her caller ID was not transmitting on calls going through SC call center. This is a continuing problem and she is insistent that the problem be resolved as she will not answer incoming calls that appear as unavailable. She is missing incoming relay calls.	08/01/06	Apologized for the inconvenience and told her another trouble ticket would be entered. Follow up requested from account manager. Manager met with the same VCO customer and asked the customer to call next door to make a relay call. One time, it went through and the caller was unavailable. The next call got the name and number on the caller. Told her if it happens again, to contact AM.
VCO caller reported that her Caller ID is not working for her relay calls when they go through the call center determined to be SD. Incoming calls coming through other call centers seem to be transmitting Caller ID. She will not answer incoming calls if they say "unavailable" so she is missing those relay calls.	07/31/06	Apologized for the inconvenience and told her a trouble ticket would be entered to the call center technician. Follow up requested. Manager met with VCO customer two times; both calls were worked. Explained that it was possible that GA relay - Hamilton was not available.
Customer reported the CA made two calls on 7/23, one at approx 1 PM and the other at 8:45 PM. The customer states the CA typed a name that was someone other than the number that the customer provided. Customer has a copy of the TTY printout.	07/23/06	Apologized. Follow up requested. The problem was that the CA dialed the number to customer's sister, then she got no answer. CA's then said (no one there). Then customer said "Yes I am here." All CA would say was (person set phone) then found out the CA actually dialed wrong number and it caused quite a conflict with the customer that the CA would be coached on double checking the number dialed and the proper procedure on handling answering machines, and apologized again. Customer was happy.

TTY customer reported CA did not type recording at business office and did not type name of business; asked if customer wanted to hold for live person. Customer stated the number goes to a live person and mentioned CA typed "hello ga"	07/20/06	Apologized and advised that relay types whatever is heard, customer provided conflicting info. No follow up requested with agent, who said customer gave the number to dial. Operator dialed and then a recording came on. At this point the customer interrupted the call, and then the line was answered by a live person. Operator gave greeting, and then the customer became irate, saying the operator did not inform her of what was going on and disconnected the call. The operator then called over a supervisor, but the call had already disconnected. Operator followed proper procedure on this call.
AL TTY user complained agent allowed their call to be transferred and did not let them enter the extension they wanted.	07/19/06	Apologized; no follow up requested. The agent number was assigned to anyone in the Lubbock center.
AL TTY user complained agent allowed their call to be transferred and did not let them enter the extension # they wanted.	07/19/06	Apologized; no follow up requested. Supervisor coached the agent on the importance of being patient and waiting for the customer to provide the necessary information before dialing or having the call transferred. Agent understood.
TTY customer reported agent did not keep him/her informed; customer provided phone number to call to Radio Shack Customer Service. Agent dialed out and typed first part of recording indicating Radio Shack Customer Service then agent typed (recording playing) (waiting for live rep) customer did not request live rep, only gave the number.	07/18/06	Apologized to customer and advised complaint would be forwarded to management; customer requested contact. Met with agent and was coached on the importance of following the customer's lead. Advised agent that all recordings must be typed unless directed otherwise by the customer.
AL TTY user complained agents are not typing entire recording, instead putting them on hold. This agent would not type after caller requested to type it 2 times.	07/13/06	Apologized; customer requested follow up via TTY. Coached agent on the importance of typing the entire recording. Also advised of the consequences of taking control of the call or making decisions for the customer.
Caller said agent did not type complete recording.	07/10/06	Apologized for the problem and sent complaint. Follow up with customer not required. Discussed proper call handling procedure with agent. Agent understood.

AL TTY user complained agents were not typing entire greetings, recording messages verbatim.	06/29/06	Apologized, explained agents are trained to type everything and will inform the supervisor. No contact wanted; customer send in TTY tape for reference. Met with agent who remember this call. Customer called a person and the CA was typing recording. During the recording a live person came on the line. Agent followed proper call procedures.
Customer stated that CA did not complete her call to a medical center.	06/27/06	No follow up requested. Agent is no longer employed.
AL TTY user states the CA was not typing verbatim.	06/19/06	Apologized to the customer, and asked her if the CA typed in parentheses to let her know the person was talking too fast. Customer said no. No follow up needed. Met with agent, who remember this call. Coached agent on the importance of always typing everything heard verbatim back to the customer and customer informed.
AL TTY user called to complain that agent did not type recording when calling to a business and caller got the wrong person.	06/14/06	Apologized for the problem. Customer did not request follow up with agent who did not remember call. Agent was coached on proper call procedures.
AL TTY customer called to complain that the agent did not type everything in her conversation verbatim and agent used very short sentences and failed to relay the entire call.	06/10/06	Apologized for problem. Customer did not request follow up with agent who did not remember this call. But she said the agent always types everything verbatim. Coached agent on the importance of always typing every heard back to the caller.

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JUN 28

FCC - MAIL

Complaint Tracking for AL (06/01/2006-05/31/2007). Total Customer Contacts: 41

pl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
	AL TTY customer complained that the agent was not clear about what was happening during the call. The agent said the line rang 3 times and then typed nothing. The customer typed "GA" and the agent replied, "CA NO LONGER ON THE LINE." Customer asked what was meant by that, and agent typed "THE PARTY HAS HUNG UP," without having given the customer any information about gender, response, etc.	05/22/07	Apologized for inconvenience. No follow up requested. M agent and went over the situation; agent did not remember particular call but was coached on appropriate phrases to agent understood.
	AL Voice user called to wish VCO caller Happy Mother's Day, was disconnected then when calling back to relay and reached the same agent who was rude, saying she didn't have time to wait for the call to connect properly. Customer gave up and walked to tell Mom in person.	05/14/07	Apologized; Test called successfully to VCO, instructed o incoming calls, established customer profile. Customer do want contact. Supervisor met with agent who remembered connection problem that day but said she would never tell she doesn't have time. Agent is aware of the importance o demonstrating a warm and friendly demeanor and was co always submit a Trouble Ticket if having technical issues. understood.
	Customer was very upset about garbling on his phone. He is also having numerous volume issues where he cannot be heard by the operator or the person he is calling. He said he called Sprint Customer Service but has not yet received any resolutions.	05/12/07	Follow up requested. E-mailed customer and attempted th no answer.
	AL voice customer stated they have been receiving numerous fraudulent/scam calls through Sprint IP Relay. Scam caller attempted to purchase puppy and sent customer two money grams for \$950 and told customer to deposit and resend him \$1450 via Western Union.	03/23/07	RCS apologized to customer, referred customer to their lo and the FCC. No follow up requested.
	Customer could not place a call.	03/05/07	Technical problem identified. Resolution provided by netw provider.

<p>TTY customer reported agent did not type each word and shortened sentences by leaving out words. Call was so difficult to understand that customer hung up and made call thru another agent; agent also very slow to respond after the person answered; customer is familiar with person called and knows they do not talk the way the agent typed. Customer very frustrated and wants this ongoing problem resolved or will go to higher authority.</p>	<p>02/15/07</p>	<p>Apologized for problem encountered advised complaint would be forwarded to supervisor; no follow up requested. Coached agent to type everything heard and to pace if the CA is falling behind.</p>
<p>Voice caller stated agent sounded very rude when trying to inform caller that she should speak directly to the TTY user rather than the agent. Customer also stated agent was "yelling" at her, saying, "talk directly to the caller, talk directly to the caller."</p>	<p>02/15/07</p>	<p>Apologized to customer and let her know this would be forwarded on to agents supervisor. This was not a valid agent ID for a Sprint's TRS call centers. Unable to assign to a supervisor for follow up.</p>
<p>VCO caller called on TTY to complain about poor/rude service. Caller was upset with the operator and the person they were calling said the operator was rude. Operator did not put "hello" or how the person answered the phone, just kept sending "VOICE NOW" repeatedly. Other party was very upset and said operator "was rude and made her mad" and wants the operator met with to make sure they can do their job right.</p>	<p>02/12/07</p>	<p>Follow up requested after operator is "met with." Met with agent who remembered this call and pressed the wrong key in error which made the outbound caller unable to hear VCO caller. Agent understands mistake and was able to demonstrate correct procedures. Agent was also coached on the importance of voice tone to not come across as being rude. Followed up with customer's daughter and explained the situation. The daughter was very pleased and appreciative and stated would let the customer know.</p>
<p>Caller reported that a firetruck equipment company had received three relay calls today. The first call the CA explained relay quite well, but while waiting for the TTY to type, the line disconnected. The second call was handled by this CA who was very rude in her manner of expressing that she could not be part of the conversation. That call ended incomplete, and the third call with a different CA went very smoothly and was handled in a polite manner.</p>	<p>02/07/07</p>	<p>Apologized for the inconvenience and told her the report would be sent to the call center supervisor. No follow up requested. Customer repeatedly questioned agent directly about call content. Agent redefining role. Supervisor verified that agent knows appropriate phrases and feels confident that the agent used an appropriate tone of voice. Supervisor reminded agent that when a customer is unhappy or when efforts to redefine the agent role are unsuccessful, the agent should call for supervisor support.</p>

AL voice caller called to complain that agent was rude and had an "attitude" throughout the entire relay call.	02/06/07	Apologized; no follow up requested. Agent has been coached on this particular incident due to a previous complaint received from the Inbound customer. This complaint was from the outbound customer (same call).
AL VCO customer is having trouble with receiving caller ID when people call her through relay.	02/02/07	We have her checked for sending caller ID. Apologized to customer and explained that if the person pays the phone bill to block number we will not be able to transmit it to caller ID. Customer said they usually get the number on their caller ID and it should be working. Follow up by CRM requested via e-mail. After several attempts, contacted customer on 2/7, asked for more information. She said she was tired of the problem and she would save the information, to forget it. Explained if the outside caller called in from a different relay provider. The number will appear as unavailable. She requested to not do anything.
Customer was unable to make calls.	01/12/07	Inbound call technical problem reported at 8:15 am CT on 1/12/07 resulted in increased queue times. The problem was completely resolved at 10:28 am CT by CapTel Technical Support.
The caller waited for the agent to answer, but she did not respond, then disconnected on caller.	01/08/07	Agent demonstrated the importance of answering customer calls in a timely manner. No follow up requested.
Customer told operator to call back number and leave a message. Operator just kept sending over and over.	12/02/06	Discussed with agent, who was new. She understood and apologized for the problem.

<p>Customer called and provided the agent with a number to dial. Agent said, "one moment please." After about 25 to 30 seconds the agent dials the number. Customer wants less delay.</p>	<p>11/26/06</p>	<p>Apologized to the customer and assured the customer the information would be sent to the supervisor; no follow up needed. Supervisor met with agent and reminded the agent of the dial out time after the customer types GA. Agent stated she remembered the 5 second rule and that's the reason she said "one moment pls." Instructed the agent if she ever has a problem, to notify a supervisor. Agent understood.</p>
<p>Caller reported during call to insurance company, CA did not type the full message on the recording, not even that it was a recording. Then began typing in such short sentences that the caller could not understand. Caller had to hang up to get a different CA.</p>	<p>11/13/06</p>	<p>Apologized for the inconvenience and told caller the report would be sent to the call center supervisor. No follow up requested. Agent was coached on the proper procedures.</p>
<p>AL TTY customer stated CA did not type what the recording said. Customer was calling a business and the CA did not type the name of the business. Recording also said to visit their website. The CA did not type the website address. The customer hung up and redialed and the 2nd CA typed everything out.</p>	<p>11/08/06</p>	<p>Apologized; no follow up needed. Discussed proper recording procedures with CA. She understood.</p>
<p>Caller said CA hung up on her and was careless.</p>	<p>11/07/06</p>	<p>Apologized to the customer and informed him that the supervisor will be notified. Customer did not request a call back.</p>
<p>AL TTY customer called to complain that they have received agent several times, and each time the agent dials out, she types (One Moment Please) and there is a long pause before anything else happens. The agent does not explain the delay.</p>	<p>10/13/06</p>	<p>Apologized for inconvenience. No follow-up requested. Customer pulled for a discussion and informed supervisor she was not following procedures for reaching a "fast busy." Followed the proper procedures according to PRG, which is to send (one moment please) after each attempt to dialing the number.</p>
<p>Person complained that a person had been prank calling her all night through relay. Wanted to have Alabama Relay blocked from calling her home.</p>	<p>10/12/06</p>	<p>Apologized and explained that Sprint Relay Customer Service cannot block incoming calls to someone's telephone number. Suggested calling local phone company and gave her the number for Bell South. Follow up is not required.</p>

	Caller was receiving prank calls through Alabama Relay all night and wanted to have incoming calls from AL relay blocked from her telephone number.	10/12/06	Apologized and explained that Sprint Relay could not block incoming calls to a person's telephone number. Suggested the local phone company and gave the number for Bell So
	Captions Lag too far behind voice	09/21/06	Customer shared feedback regarding captioning speed. C apologized for incidence and thanked customer for the fee and informed them that information would be shared with appropriate captioning service staff for follow up. Suggest customer document the date, time and CA number for mo follow up.
	Accuracy of captions	09/21/06	Explained how the CapTel works and how the quality of the line or network affects the quality of the captions. Explained contact the phone company to have them check the quality of line to be certain line quality is not affecting captions recei
	AL TTY user called to complain that agent did not type recording when calling to a business even though the notes state that customer wants everything typed on recordings.	08/31/06	Apologized for problem. Customer did not request follow u Operator was aware of the situation. She did read the note record feature was not pressed in time. While recording th message, a live operator came on the line and CA stoppe and started the announcement. The TTY user was upset. coached on following customer notes and any instructions the caller.
	AL voice customer called to complain that she cannot get through to her deaf client, as her number always shows as blocked through the relay service, even with supervisor assistance.	08/17/06	Apologized for inconvenience. Opened Trouble Ticket; fol requested. AM asked the voice customer to try the call ag if the problem has been resolved. She tried and the proble not resolved. She mentioned that she decided not use Sp

<p>VCO/TTY caller complained that the agent took too long to respond; customer notes stated "customer may use VCO."</p>	<p>08/06/06</p>	<p>Supervisor noticed the call was completed as TTY to voice. At the beginning of call, operator asked customer if s/he wanted to use VCO and there was no response, customer waited until end of call to complain that operator was waiting for TTY text instead of voice. Discussed with agent and he understands to get a supervisor if this occurs again.</p>
<p>Customer called in and stated that CA dialed wrong number. Customer stated that it caused a family problem.</p>	<p>08/02/06</p>	<p>No follow up requested. CA was coached on proper procedure when wrong number dialed.</p>
<p>VCO caller reported that her caller ID was not transmitting on calls going through SC call center. This is a continuing problem and she is insistent that the problem be resolved as she will not answer incoming calls that appear as unavailable. She is missing incoming relay calls.</p>	<p>08/01/06</p>	<p>Apologized for the inconvenience and told her another trouble ticket would be entered. Follow up requested from account manager. Met with the same VCO customer and asked the customer to call next door to make a relay call. One time, it went through as unavailable. The next call got the name and number on the letter. Told her if it happens again, to contact AM.</p>
<p>VCO caller reported that her Caller ID is not working for her relay calls when they go through the call center determined to be SD. Incoming calls coming through other call centers seem to be transmitting Caller ID. She will not answer incoming calls if they say "unavailable" so she is missing those relay calls.</p>	<p>07/31/06</p>	<p>Apologized for the inconvenience and told her a trouble ticket would be entered to the call center technician. Follow up requested. Met with VCO customer two times; both calls were working. Explained that it was possible that GA relay - Hamilton will be unavailable. Not available.</p>
<p>Customer reoported the CA made two calls on 7/23, one at approx 1 PM and the other at 8:45 PM. The customer states the CA typed a name that was someone other than the number that the customer provided. Customer has a copy of the TTY printout.</p>	<p>07/23/06</p>	<p>Apologized. Follow up requested. The problem was that the CA she dialed the number to customer's sister, then she got several voicex's then said (no one there). Then customer said "Yes I am here." All CA would say was (person set phone) then found out CA actually dialed wrong number and it caused quite a conflict. Told customer that the CA would be coached on double checking the number dialed and the proper procedure on handling answer machines, and apologized again. Customer was happy.</p>

	TTY customer reported CA did not type recording at business office and did not type name of business; asked if customer wanted to hold for live person. Customer stated the number goes to a live person and mentioned CA typed "hello ga"	07/20/06	Apologized and advised that relay types whatever is heard. Customer provided conflicting info. No follow up requested with agent, who said customer gave the number to dial. Customer dialed and then a recording came on. At this point the customer interrupted the call, and then the line was answered by a live person. Operator gave greeting, and then the customer became irate, saying the operator did not inform her of what was going on and disconnected the call. The operator then called over to supervisor, but the call had already disconnected. Operator followed proper procedure on this call.
	AL TTY user complained agent allowed their call to be transferred and did not let them enter the extension they wanted.	07/19/06	Apologized; no follow up requested. The agent number was not assigned to anyone in the Lubbock center.
	AL TTY user complained agent allowed their call to be transferred and did not let them enter the extension # they wanted.	07/19/06	Apologized; no follow up requested. Supervisor coached agent on the importance of being patient and waiting for the customer to provide the necessary information before dialing or having the call transferred. Agent understood.
	TTY customer reported agent did not keep him/her informed; customer provided phone number to call to Radio Shack Customer Service. Agent dialed out and typed first part of recording indicating Radio Shack Customer Service then agent typed (recording playing) (waiting for live rep) customer did not request live rep, only gave the number.	07/18/06	Apologized to customer and advised complaint would be passed on to management; customer requested contact. Met with agent and was coached on the importance of following the customer's instructions. Advised agent that all recordings must be typed unless directed otherwise by the customer.
	AL TTY user complained agents are not typing entire recording, instead putting them on hold. This agent would not type after caller requested to type it 2 times.	07/13/06	Apologized; customer requested follow up via TTY. Coached agent on the importance of typing the entire recording. Also advised of the consequences of taking control of the call or making decisions for the customer.
	Caller said agent did not type complete recording.	07/10/06	Apologized for the problem and sent complaint. Follow up with customer not required. Discussed proper call handling procedure with agent. Agent understood.

AL TTY user complained agents were not typing entire greetings, recording messages verbatim.	06/29/06	Apologized, explained agents are trained to type everything and will inform the supervisor. No contact wanted; customer send in TTY tape for reference. Met with agent who remember this call. Customer called a person and the CA was typing to recording. During the recording a live person came on the line. Agent followed proper call procedures.
Customer stated that CA did not complete her call to a medical center.	06/27/06	No follow up requested. Agent is no longer employed.
AL TTY user states the CA was not typing verbatim.	06/19/06	Apologized to the customer, and asked her if the CA typed in parentheses to let her know the person was talking too fast. Customer said no. No follow up needed. Met with agent, who remember this call. Coached agent on the importance of always typing everything heard verbatim back to the customer and customer informed.
AL TTY user called to complain that agent did not type recording when calling to a business and caller got the wrong person.	06/14/06	Apologized for the problem. Customer did not request follow up with agent who did not remember call. Agent was coached on proper call procedures.
AL TTY customer called to complain that the agent did not type everything in her conversation verbatim and agent used very short sentences and failed to relay the entire call.	06/10/06	Apologized for problem. Customer did not request follow up with agent who did not remember this call. But she said that always types everything verbatim. Coached agent on the importance of always typing every heard back to the caller.

DOCKET NO.

03-123

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